

**Job Title:** Director, Managed Long-Term Services & Supports (CHOICES) – Quality & Compliance

**Summary:** Under general supervision of the Assistant Deputy of Managed Long-Term Services & Supports – Quality & Compliance

**Distinguishing Features:** An employee in this position will serve as the Director of Managed Long-Term Services & Supports within the Quality & Compliance Unit in the Division of Long Term Services and Supports. Specifically, the Director will be responsible for managing the staff and associated contracts and grants that support the managed long term services and supports (MLTSS) program for older adults and adults with physical disabilities (CHOICES) in Tennessee. In this role the Director will supervise two Assistant Directors tasked with project management and audit and reporting responsibilities.

**Primary Roles and Responsibilities:**

- Responsible for overall management and performance of the CHOICES program contracts and grant activities.
- Direct the day to day management of the CHOICES program, which includes oversight of the State's three contracted Managed Care Organizations,
- Supervise staff responsible for the receipt and review of all contract deliverables, including monthly, quarterly and annual reports, and other activities related to contract management to ensure the program is achieving intended outcomes and contractors are meeting program requirements.
- Supervise staff responsible for conducting audit functions related to the CHOICES program, including development of audit protocol, tools and final reports.
- Utilize all report and audit results to inform program improvements and overall management.
- Oversee the state's management of the Money Follows the Person grant, which includes ensuring compliance with federal program requirements; submitting monthly, quarterly and semi-annual reports; implementing the state's sustainability plan; and participating in stakeholder meetings.
- Supervise the Assistant Director's management of the Fiscal Employer Agent and Single Point of Entry contracts, which includes regular communication with contractors, review of all contract deliverables, and other activities related to contract management to ensure the contractor is achieving intended outcomes and meeting program expectations.
- Provide technical assistance to contractors about the CHOICES program, as necessary.
- Manage the development and implementation of CHOICES related policies, procedures and protocols.
- Conduct regular review of program rules and regulations and make recommendations for changes/improvements, as well as research practices in other states and maintain expertise in national best practices related to MLTSS programs for older adults and adults with physical disabilities.
- Facilitate and maintain contact with stakeholder groups.
- Supervise and develop staff – two direct reports and four indirect reports.
- Other special projects as assigned.

**Minimum Qualifications:**

Education and Experience:

- Graduation from an accredited college or university with a bachelor's degree and experience equivalent to five years of professional level experience.

- Experience interpreting policy or procedural provisions for a TennCare, Medicaid, or other related health insurance organization is preferred.
- Experience with program management and/or grant management
- Excellent written and oral communication skills

Special Requirements:

- Experience in contract management.
- Experience working in or with Medicaid or disability related programs.
- Strong work ethic and self-motivated with ability to work well on a team.
- Organizational skills necessary, including the ability to prioritize, multi-task and manage workload to meet specific timeframes and deadlines.
- Ability to adapt to changing priorities and deadlines.

Qualified candidates should send their resume to [Vicki.Oberg@tn.gov](mailto:Vicki.Oberg@tn.gov)